

RIVETER

2024 Riveter PT Bike Park Crew

Position Description

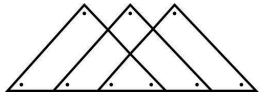
Riveter is looking for an enthusiastic, hardworking, and passionate Bike Park Crew to fulfill the daily needs of the Bike Park. The ideal candidate will be self-motivated, flexible, able to work under stress, prioritize customer service, and eager to work on a team. The Bike Park Crew position has the potential to become permanent and full-time during peak season. Pay is dependent upon experience.

Riveter Bike Park Crew Responsibilities

- Act as a welcoming first point of contact in the Bike Park for Riveter information, check-ins, retail, and outfitting rentals;
- Provide new customer orientations according to Riveter standards;
- Communicate Riveter Bike Park policies clearly to all customers;
- Engage with Riveter guests and members to establish needs and provide solutions;
- Correctly utilize the front desk Rock Gym Pro software regarding check-ins, waiver imports, member changes, guest requests, rentals, and merchandise sales;
- Assist with daily set-up and clean-up;
- Assist with rental fleet safety checks and basic service needs;
- Monitor and maintain quality of bike park grounds;
- Provide regular safety checks, hazard identifications, and communicate to Bike Park crew, staff, and guests, as needed;
- Maintain a clean, organized, and inviting space in the Bike Park and in the storage facilities;
- Maintain Bike Park equipment, parts and accessories, and rental gear inventory;
- Work under the direction of the Bike Park Trail Lead to maintain the bike park trails and grounds as assigned;
- Work calmly and competently under stressful conditions;
- Fulfill assigned shifts as scheduled, working closely with crew to coordinate consistent coverage of Bike Park desk and bike park duties;
- Reports to the General Manager.

Riveter Crew General Responsibilities

- Foster a safe, inspiring, and welcoming culture for Riveter staff and guests;
- Follow protocols regarding incident reports, inspections, safety, opening/closing compliance, risk management, accessibility, safe zones, special events, etc;
- Utilize WhenIWork for all scheduling needs, communications around availability, etc.;
- Utilize Basecamp for all Riveter announcements, communications, zone updates, and shift expectations assigned;
- Work closely with Riveter Crew to execute special events and competitions;
- Set the standard for amazing customer experiences;
- Represent the Riveter brand with integrity and professionalism.



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Pay Rate & Benefits

Pay is dependent on experience.

Membership and access to the facility during active employment.

Cost coverage and training for your First Aid/CPR.

Discounts with vendors, partners, and Riveter retail shop.

All other benefits covered in the Employee Manual, including team building activities.

Qualifications

- High school diploma required, Associate's Degree preferred;
- Experience in customer facing jobs required;
- Experience working with a complex POS system required;
- Experience in an outdoor recreation facility preferred;
- CPR, First-Aid and/or Wilderness First Aid Certifications preferred;
- Eagerness to learn and follow protocols and SOPs;
- Willingness to work days, nights, long days, holidays, and weekends;
- Positive attitude and ability to work as part of a team;
- Technical proficiency in trail maintenance with a keen eye for detail.

Physical Demands

- Stands +/- sits for long periods of time;
- Frequently bends, moves, transports, or lifts up to 25 pounds;
- Uses repetitive motions;
- Can work in both hot and cold temperatures.

Riveter is an Equal Employment Opportunity employer.